Joey Chiao-Yin Hsiao

jcyhsiao@umich.edu • +1 (734) 730-0963 • http://joeyhsiao.info
4365 N. Quad, 105 S. State St., Ann Arbor, MI 48109, USA
CV Last Update: June, 2021

RESEARCH INTEREST

My research interests are Human-Computer Interaction (HCI), Computer-Supported Cooperative Work (CSCW), and Social Computing. I employ qualitative and quantitative research methods to explore user behavior using social media applications for networking and information-seeking, and translate findings into insights for innovative technology designs.

EDUCATION

University of Michigan — Ann Arbor, MI, USA
Ph.D in Information — 09/2015 – 08/2021 (anticipated)
Advisor: Dr. Tawanna R. Dillahunt

National Taiwan University — Taipei, Taiwan
M.S. in Computer Science — 09/2010 – 06/2013
Advisor: Dr. Jane Yung-Jen Hsu

Carnegie Mellon University (Silicon Valley Campus) — Moffett Field, CA, USA
Visiting Student — 07/2012 – 09/2012
Advisor: Dr. Ted Selker

National Taiwan University — Taipei, Taiwan
B.S. in Computer Science — 09/2006 – 06/2010

PROFESSIONAL EXPERIENCE

UX Research & Consumer Insights Team, Verizon Media — Sunnyvale, CA, USA
Academic Research Collaborator (Remote) — 09/2020 - 01/2021
Extended the internship research project by finishing up the project and contributing the results as an academic research article (research manager: Frank Bentley)

UX Research Intern (Remote) — 06/2020 - 08/2020
Led a project on exploring email-inspired information needs by conducting a series of studies, which included a two-week diary study, semi-structured interviews, and multiple online surveys (research manager: Frank Bentley)

Social Innovations Group, School of Information, Univ. of Michigan — Ann Arbor, MI, USA
Graduate Student Research Assistant — 09/2015 – present
Lead research projects of the Social Innovations Group (SIG), which are focused on designing technologies to help low-resourced populations seek employment and education (Advisor: Dr. Tawanna R. Dillahunt)

UX Team, Intel-NTU IoX Center — Taipei, Taiwan
Research Assistant — 07/2014 – 07/2015
Carried out research on user experience and natural user interface under smart environment as the only M.S. member in the team (Advisor: Dr. Bing-Yu Chen)

Workshop Organizer — 03/2015 – 05/2015
Organized the collaborative workshop on design thinking of Stanford d.school and National Taiwan University IoX Center

Collaborative & Social Computing Lab, Dept. CS, Natl. Tsing-Hua Univ. — Hsinchu, Taiwan
Visiting Research Assistant — 07/2014 – 07/2015
Led a project on friendsourcing, aiming to understand how social capital works when a SNS user requests resources on her/his own social network (Advisor: Dr. Hao-Chuan Wang)

Intelligent Agents Lab, Dept. CSIE, Natl. Taiwan Univ. — Taipei, Taiwan
System Administrator — 03/2011 – 07/2013
Managed devices and web services for 30+ lab members

PUBLICATIONS

Peer-Reviewed Journal Articles

[**J1**] **Hsiao, J. C.-Y.** and Dillahunt, T. R. (2018). Technology to Support Immigrant Access to Social Capital and Adaptation to a New Country. *Proceedings of the ACM on Human-Computer Interaction*, Vol. 2, CSCW, Article 70. (acceptance rate: 25.6%).

PUBLICATIONS (Cont.)

Peer-Reviewed Conference Proceeding Papers

[**C8**] Cherubini, M., Lu, A. J., **Hsiao, J. C.-Y.**, Zhao, M.. Aggarwal, A., and Dillahunt, T. R. (2021). Elucidating Skills for Job Seekers: Insights and Critical Concerns from a Field Deployment in Switzerland. In *Proc. of the 2021 ACM Designing Interactive Systems conference (DIS '21)*.

[**C7**] Dillahunt, T. R., Israni A., Lu A. J., Cai M., and **Hsiao, J. C.-Y.** (2021). Examining the Use of Online Platforms for Employment: A Survey of US Job Seekers. In *Proc. of the 2021 CHI Conference on Human Factors in Computing Systems (CHI '21)* (acceptance rate: 26.3%).

[**C6**] Dillahunt, T. R. and **Hsiao, J. C.-Y.** (2021). SkillsIdentifier: A Tool to Promote Career Identity and Self-efficacy Among Underrepresented Job Seekers. In *Proc. of The Annual Hawaii International Conference on System Sciences (HICSS '21)* (Presenter).

[**C5**] Dillahunt, T. R. and **Hsiao, J. C.-Y.** (2020). Positive Feedback and Self-reflection: Features to Support Self-efficacy among Underrepresented Job Seekers. To appear in *Proc. of The ACM CHI Conference on Human Factors in Computing Systems 2020 (CHI '20)* (acceptance rate: 24.3%; Presenter).

[**C4**] **Hsiao, J. C.-Y.**, Moser, C., Schoenebeck, S., and Dillahunt, T. R. (2018). The Role of Demographics, Trust, Computer Self-efficacy, and Ease of Use in the Sharing Economy. In *Proc. of the 1st ACM SIGCAS Conference on Computing and Sustainable Societies (COMPASS '18)*, Article 37 (Presenter).

[**C3**] **Hsiao, J. C.-Y.**, and Dillahunt, T. R. (2017). People-Nearby Applications: How Newcomers Move Their Relationships Offline and Develop Social and Cultural Capital. In *Proc. of the 2017 ACM Conference on Computer Supported Cooperative Work and Social Computing (CSCW '17)*, 26-40 (acceptance rate: 33%; Presenter).

[**C2**] Rajan, R., **Hsiao, J. C.-Y.**, Lahoti, D., and Selker, T. (2013). "Roger that!" - The Value of Adding Social Feedback in Audio-mediated Communications. In *Proc. of IFIP TC.13 International Conference on Human-Computer Interaction 2013 (INTERACT '13)*, 471-488 (acceptance rate: 31%).

[**C1**] Tsai, W.-C., **Hsiao, J. C.-Y.**, Lee, H.-C., Huang, C.-H., Hu, J.-C., Liang, R.-H., and Hsu, Y.-J. (2013). Designing a Reminiscence Aid in Personal Soundscape. In *Proc. of International Association of Societies of Design Research 2013 (IASDR '13)*, 5150-5160.

Posters, Workshop Papers, and Presentations

[**P9**] **Hsiao, J. C.-Y.** and Dillahunt, T. R. (2021) More than Shared Ethnicity: Shared Identity's Role in Transnational Newcomers' Trust in Local Consumer-to-Consumer E-commerce. In *The ACM SIGCHI Conference on Human Factors in Computing Systems Extended Abstract 2021 (CHI EA '21)* (Presenter).

[**P8**] **Hsiao, J. C.-Y.** (2019) Fostering Immigrants' Trust in Online Local Social Exchange. Presented at *The 22nd ACM Conference on Computer-Supported Cooperative Work and Social Computing (CSCW '19), Doctoral Consortium* (Presenter).

[**P7**] Haimson, O. L., Semaan, B., Dym, B., **Hsiao, J. C.-Y**, Herron, D., and Moncur, W. (2019) Life Transitions and Social Technologies: Research and Design for Times of Life Change. Workshop at *The 22nd ACM Conference on Computer-Supported Cooperative Work and Social Computing (CSCW '19)*.

[**P6**] **Hsiao, J. C.-Y.**, Dillahunt, T. R. (2017) Detecting Life Changes: Increasing Opportunities to Benefit from People-Nearby Applications. In Proc. of *The ACM SIGCHI Conference on Human Factors in Computing Systems Extended Abstract 2017 (CHI EA '17)*, 1700 - 1707 (Presenter).

[**P5**] **Hsiao, J. C.-Y.**, Pan, M.-H., Wang, H.-C., and Hsu, Y.-J. (2015) Let's Solve It Together: Introducing Crowd Workers to Friendsourcing for Improving Creative Design. Presented at *The Taiwan Computer-Human Interaction Workshop 2015 (Tai-CHI '15)* (Presenter).

[**P4**] **Hsiao, J. C.-Y.**, Pan, M.-H., Wang, H.-C., and Hsu, Y.-J. (2015). The Price of the Priceless: Understanding Estimated Costs of Work in Friendsourcing. In *The ACM SIGCHI Conference on Human Factors in Computing Systems Extended Abstract 2015 (CHI EA '15)*, 1893-1898 (Presenter).

[**P3**] Tsai, W.-C., Lee, H.-C., **Hsiao, J. C.-Y.**, Liang, R.-H., and Hsu, Y.-J. (2013). Framing Design of Reminiscence Aids with Transactive Memory Theory. In *The ACM SIGCHI Conference on Human Factors in Computing Systems Extended Abstract 2013 (CHI EA '13)*, 331-336.

PUBLICATIONS (Cont.)

[**P2**] Tsai, W.-C., **Hsiao, J. C.-Y.**, Lee, H.-C., Huang, C.-H., and Hsu, Y.-J. (2012). In Search of Lost Sounds: Designing a Reminiscence Aid in Everyday Soundscape. Presented at *The ACM conference on Designing Interactive Systems 2012 (DIS '12).*

[**P1**] **Hsiao, J. C.-Y.**, Jih, W.-R., and Hsu, Y.-J. (2012). Recognizing Continuous Social Engagement Level in Dyadic Conversation by Using Turn-taking and Speech Emotion Patterns. Presented at *AAAI '12 Activity Context Representation Workshop (ACR '12)* (Presenter).

Unpublished Theses and Research Reports

[**U3**] **Hsiao, J. C.-Y.** (2018). Social Network Matters: Opportunities for Technologies to Support Immigrants' Jobseeking. *Field Prelim*, School of Information, Univ. of Michigan.

[**U2**] **Hsiao, J. C.-Y.** (2017). Can People-Nearby Applications Benefit Newly-Arrived Immigrants? An Exploratory Study. *Pre-candidacy research paper*, School of Information, Univ. of Michigan.

[**U1**] **Hsiao, J. C.-Y.** (2012). Assessing Engagement in Conversation by Hierarchically Decomposing Emotion and Interaction. *Master's Thesis*, Dept. of Computer Science and Information Engineering (CSIE), Natl. Taiwan Univ.

RESEARCH PROJECTS

Exploring Information Needs Sparked by Email

Research Leader (as an Intern) Summer 2021

Exploring email-inspired information needs by conducting a series of mixed-method field studies, which included a two-week diary study with 50 participants, and three online surveys with 500+ respondents.

Designing Next-Generational Employment Tools for Underserved Job Seekers

Research Leader Fall 2018 - Present

Designing, deploying, and investigating novel employment tools' influences on resource-constrained job seekers' job search.

Designing Social Technologies to Support Newly Arrived Immigrants' Adaptation

Research Leader Summer 2016 - Present

Exploring socio-technical factors that affect recent immigrants' engagement in using social applications to interact with ethnically mixed user communities, and designing technology interventions that address these factors.

Investigating Factors Influencing Participation in the Sharing Economy

Research Assistant Fall 2017 - Spring 2018

Examining the effects of online trust, demographics, and digital literacy on people's participating in the digital sharing economy.

Discovering People-Nearby Applications' Potential Benefits for People who Face Life Transitions

Research Leader Fall 2015 - Spring 2016

Studying how people who are new to an area use people-nearby applications' (PNAs) to develop social capital and what are the concerns associated to their use.

HONOR

University of Michigan Ann Arbor, MI, USA

Rackham Candidate Research Grant 2021

Was granted $3,000 for conducting research on the project that explores immigrants' social technology use for adaptation.

Graham Sustainability Institute, University of Michigan Ann Arbor, MI, USA

Dow Sustainability Doctoral Fellowship 2020

Was granted $15,000 for research on designing social technologies to support immigrants' adaptation and local communities' sustainability; Only ten UM doctoral candidates were granted with the fellowship.

University of Michigan Ann Arbor, MI, USA

Rackham Pre-candidate Research Grant 2016

Was granted $1,500 for conducting research on the project that explores immigrants' social technology use for adaptation.

PROFESSIONAL SERVICES

Professional Events & Activities

ACM MobileHCI 2019   09/2017 – 10/2019
Student Volunteer Chair

Taiwan CHI 2015   01/2015 – 07/2015
Organizing Committee

OpenHCI Workshop 2014 (student-organized workshop on HCI in Taiwan)   01/2014 – 07/2014
Steering Committee

OpenHCI Workshop 2013   01/2013 – 07/2013
Program Chair

Social Events & Activities

OpenHCI Workshop 2011   01/2011 – 07/2011
Registration and Volunteer Chair

Univ. of Michigan, School of Information   08/2018 - 07/2019
Doctoral Committee - Student Representative

First Taiwan Night at CSCW   2019
Organizing Committee

Annual Taiwan Night at CHI   2015 - 2018
Organizing Committee

Mandatory Military Service   Taiwan

Company Chief Consultant (Second Lieutenant)   2013 – 2014
Handled psychological consulting, human resources management, and welfare of a military company with 40+ members

Peer Reviewer

ACM CHI 2017 - 2021; ACM CSCW 2017, 2018-2021; ACM DIS 2021; ACM MobileHCI 2018 & 2019; ACM TEI 2017

Conference Student Volunteer

ACM CSCW 2018, 2019; ACM COMPASS 2018; ACM CHI 2017

TEACHING EXPERIENCE

Teaching Assistant/Graduate Student Instructor

School of Information, Univ. of Michigan   Winter 2018
SI-622: Usability Testing
Instructor: Prof. Joyojeet Pal

School of Information, Univ. of Michigan   Fall 2017
SI-501: Contextual Inquiry
Instructor: Prof. Kentaro Toyama

Dept. CSIE, Natl. Taiwan Univ. &
Dept. Design, Natl. Taiwan Univ. of Tech. and Sci.   Spring 2013
Advanced Human-Computer Interface/User-Oriented Innovation Design
Instructor: Prof. Hsien-Hui Tang & Prof. Mike Y. Chen

Dept. CSIE, Natl. Taiwan Univ.   Fall 2011
Introduction to Computer Science
Instructor: Prof. Jane Yung-Jen Hsu

Student Coach

OpenHCI Workshop 2011   07/2011

SPEAKING ENGAGEMENT

Invited Speaker   School of Information, Univ. of Michigan
SI699: Mastery User Experience Research and Design   12/2019

Lightning Speaker   Univ. of Michigan
iDEI: Talks at the Intersection of Information, Diversity, Equity & Inclusion   10/2018